



## Inspection Report

**Lorraine Kitchin**

**Llanelli**



**Date Inspection Completed**

19/10/2022

**Welsh Government © Crown copyright 2022.**

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk)*  
*You must reproduce our material accurately and not use it in a misleading context.*

## About the service

Type of care provided	Child Minder
Registered places	9
Language of the service	English
Previous Care Inspectorate Wales inspection	<a href="#">Click or tap here to enter text.</a> 12 April 2022
Is this a Flying Start service?	No
Does this service provide the Welsh Language active offer?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

## **Summary**

This was a focused inspection to consider some aspects of Care and Development and Leadership and Management. We have not therefore considered themes in full.

Children are happy and settled at the setting. They have formed positive attachments with staff and interact with one another confidently. They show enjoyment in their play. Children are learning to manage their behaviour by co-operating, taking turns and sharing. They engage well in play-based activities.

The child minder and her assistants have formed positive relationships with the children using the service. Behaviour management is effective and children receive plenty of praise.

People who run the setting have improved their leadership and management in order to comply with regulations and meet the national minimum standards. They ensure records in place for those looking after children at all times are accurate. Staff supervision and appraisals are in place and the child minder ensures staff attend purposeful training. Policies and procedures have been updated and reviewed recently, with some changes made and implemented. Care Inspectorate Wales have been notified of updated policies.

## Well-being

As this was a focused inspection, we have not considered this theme in full.

Children express themselves confidently and have opportunities to make some choices for themselves. For example, children decide what resources they want to play with and where they want to play. They have formed positive attachments with staff as they are comfortable to approach them for reassurance and if they have any requests.

Children behave well and are learning to share appropriately. Younger children play happily alongside each other in the indoor and outdoor area. Children engage well and show interest in their play. For example, children laugh together as they play football and climb the climbing structure outdoors.

Children interact with one another confidently and enjoy each other's company. They engage with staff and smile at each other whilst playing.

Children are familiar with the routine, which gives them a sense of security. They wash their hands before eating and get to choose what they want for snack and dinner. Children enjoy the social aspect of mealtimes.

## Care and Development

As this was a focused inspection, we have not considered this theme in full.

The child minder understands her role and responsibilities to keep children safe and healthy. She has a good understanding of safeguarding procedures and implements policies appropriately.

The child minder is effective at managing behaviour and uses positive behaviour management strategies. She reminds children to share and take turns whilst accessing resources and equipment indoors and outdoors. The child minder and assistants are attentive and caring towards children. They have a friendly approach and manage interactions positively. They consistently praise children for their efforts and celebrate their achievements, for example, "Well done," and "oh! my that's so special." The child minder also praises children for their manners "beautiful manners." The child minder and her assistants interact well with the children, listening and responding to them appropriately and providing suitable care for their individual needs. The friendly and supportive atmosphere benefits the children's development.

## **Environment**

This was a focused inspection; we have not considered this theme.

## Leadership and Management

This was a focused inspection, so we have not considered this theme in full.

The child minder has reviewed and amended her safeguarding policy to reflect how she ensures children are protected in all situations, including those involving other service users. The statement of purpose is up to date and reflects the service provided accurately. The child minder has implemented a daily evaluation form to record observations shared during school pick up as well as how the children are feeling. The record also notes any behavioural triggers. This information is shared with parents upon collection. We viewed incident records during the visit and found these were detailed, however not all records were signed for by parents/carers. Supervisions and appraisals of assistants are now completed, which enables the child minder to set clear expectations and manage her team satisfactorily. The child minder follows safe recruitment processes to safeguard children. She has satisfactory systems in place to update suitability checks and all the assistants have complete staff files. Required records are kept securely and safely.

The child minder ensures that her assistants are deployed to supervise children carefully and ratios are met at all times. Records viewed clearly reflected who was looking after children at all times, including school runs. The child minder responds positively to information and advice given to improve children's well-being. The child minder has been working with external agencies to ensure support is in place for behaviour management. As a result, the child minder has enrolled herself and both assistants on a 'Children on the Spectrum' behaviour management course. The child minder stated she will update her behaviour management policy following completion of this course. The child minder has also attended training on the new curriculum recently and is beginning to implement ideas following the course.

The child minder actively informs Care Inspectorate Wales of any changes or significant events via her online account. She shows a good understanding of ensuring this will be maintained going forward.



## **Recommendations to meet with the National Minimum Standards**

R1: Ensure all incident records are signed for by parent/carer

R2: Update the behaviour management policy following completion of training

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people’s well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

### Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

### Area(s) for Improvement

Regulation	Summary	Status
------------	---------	--------

N/A	No non-compliance of this type was identified at this inspection	N/A
29	The provider is not compliant as no staff appraisals have been carried out since 2015. There were no formal supervision records to view either.	Achieved
26	Children were placed in a position of risk as medication boxes were accessible during the visit.	Achieved

**Date Published 16/11/2022**